

## WHAT DO THE LEARNER SUPPORT TEAM DO?

We are here to support you through completion of your programme. We will assess your needs and design a plan which suits you.

This will involve diagnostic assessments which will be done to measure what areas we can assist you with, this is done as a distant task with you completing the assessments on line before a face to face visit is completed so a specific action plan can be produced

We can organise distant internet or paper based support in a wide range of subjects such as study skills, revision tips, basic literacy and numeracy.

We also complete on-site visits with you, which will be visits in addition to those with your regional trainer.

Examples of support we can offer -

- Reader and/or scribe for your exams
- support you with revision for key skill exams
- General revision and study help and advice
- English and Maths tutoring to increase general ability to enable successful completion of required exams
- support you with completing the portfolios for the key skills
- support for areas of your NVQ and inform your regional trainer on any methods of assessment and learning styles that suit you best

Below is the currently learning support process that is followed by the learning support team.

### Steps To Success

- **Step 1** - You will be asked to complete initial skill scan assessment by your trainer/ tutor (you may have already completing this when signing up to your course). It important that you relax and do what you can within any help as this is not a test just a method used for me to be able to see how I can help you best. This is a set of literacy and numeracy questions approx 25 on each element. By completing these it allows me to identify your strengths and weaknesses so that we can work together to get to the required level for your course.
- **Step 2** – A learning support team member will phone you to discuss in more detail how you we can help you and what past educational experiences and support you have receive. This is a general chat and should last no longer that 10 minutes
- **Step 3** – the learning support team with ask you to complete an online diagnostic assessment on the tribal – target skills goal system. **Completion of these assessments are vital and without these being completed no future support will be given.** These assessment are not an exam and the is no good or bad result as these results allows the learning support team to devise a personal action plan for each learner.
- **Step 3** - Work will be set either on the internet or paper based and fortnightly telephone contact to ensure full understanding and to monitor when you are ready to completion the exams. Face to face visit will be booked
- **Step 4** – Monitoring and support either distance over the phone or internet, or face to face visits. This allowing the learning support team to give you help to successfully achieved complete key skills work (English and Maths ) and any other exams being completed within your course as any support element required i.e. reader, extra time etc can be organised and completed
- **Step 5** - Additional activities and visits can be completed such as written tasks etc if you feel you require it.

**Should you require any additional information please don't hesitate to contact me on:**

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